

COMPLAINTS & DISPUTE PROCEDURE



ALPHA TRADEX

Complaints & Disputes

Investments in financial products are subject to market risk. Some financial products, such as currency exchange, are highly speculative and any investment should only be done with risk capital. Trading foreign exchange on margin carries a high level of risk and may not be suitable for all investors. The high degree of leverage can work against you as well as for you. Before deciding to invest in foreign exchange you should carefully consider your investment objectives, level of experience, and risk appetite. The possibility exists that you could sustain a loss of some or all of your initial investment and therefore you should not invest money that you cannot afford to lose. You should be aware of all the risks associated with foreign exchange trading and seek advice from an independent financial advisor if you have any doubts. By opening a trading account with us, you as a Client certify that you understand the risks involved, is financially able and of sound mind to assume the risks involved in speculating or trading of “Contracts” or other financial products of “Over-the-Counter” markets supplied or provided by Alpha Tradex Limited. We advise that you read through the following risks involved and if necessary to seek professional advice.

About Us

The trading name Alpha Tradex, its logo, trademark and website www.alphatradex.com belong to Alpha Tradex Limited (referred as the “**Company**”), is incorporated under the laws of St. Vincent and the Grenadines (Registration 24950 IBC) having its registered office at Suit 305, Griffith Corporate Centre, P.O Box 1510, Beachmont, Kingstown, St. Vincent and the Grenadines. The Company is incorporated as an International Business Company under the Amendment and Consolidation Act, Chapter 149 of the Revised Laws of St. Vincent and the Grenadines, 2009.

The Objects of the Company are all subject matters not forbidden by the Amendment and Consolidation Act, Chapter 149 of the Revised Laws of St. Vincent and the Grenadines 2009, including but not limited to exclusively commercial, financial, lending, borrowing, trading, servicing, and the participation in other enterprises as well as to provide brokerage and managed account services in currencies, commodities, index, CFDs and leveraged financial instruments.

Unless stated otherwise, all terms included in our Complaints & Dispute Procedures shall have the meaning given to them herein. Where the context requires, words importing singular shall include plural and vice versa. Words importing masculine shall include feminine and vice versa.

Article 1 – Making a Complaint

Should you wish to make a complaint, we ask that you follow the process outlined below. This will aid us in resolving your complaint and/or dispute in the most efficient manner possible in order to regain your confidence.

Step 1 – Gather all supporting documents that relate to your complaint, think about the questions you want answered and decide what action you require from us.

Step 2 – Contact your account manager and provide the following details:

- i. Client’s name and surname; and
- ii. Client’s trading account number; and
- iii. Affected transaction record number, if applicable; and
- iv. Date of issue and description of encountered issue.

Your complaint must not include offensive language directed either to the Company or employee of the Company.

Alpha Tradex Ltd

Article 2 – Our Procedures

We will acknowledge your complaint within 24 to 48 hours of receipt. We will then launch an investigation into the filed complaint and a response will be sent to you within 4-8 weeks of receiving your complaint. We will endeavour to send a final response to you within 4-8 weeks. Being unable to do so, we will write to you to explain why and advise on the date to which you can expect a final response.

Both our Client Support Department and Compliance Department shall thoroughly examine and analyse any complaints and/or disputes, taking into account any information contained within the books and records of the Company, including but not limited to the client's trading account to reach a fair outcome.

Article 3 – Your Responsibility

All complaints and/or disputes must be in writing and shall be addressed, in the first instance, to the Client Support Department. If the client receives a response from the Client Support Department but deems that the complaint needs to be addressed further or with utmost urgency, client may write to the Compliance Department directly, which will cause an immediate independent investigation.

All complaints & disputes shall be treated confidentially.

Article 4 – Contacting Us

Client Support Department: support@alphatradex.com

Compliance Department: compliance@alphatradex.com